Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (Currently Amended) A system, the system comprising:

a first logic unit to provide a list of service providers via an Internet connection ~~to a user~~,

indicating ~~the~~ a real-time availability and a rate of each service provider of the service providers

~~that provider~~;

a second logic unit to receive ~~the user's~~ a selection of a service provider from the list of

service providers;

a third logic unit to attempt to establish a real-time communications connection ~~between~~

~~the user and a selected~~ to the service provider; and

a fourth logic unit to search a database of alternate service providers for an alternate

service provider based on a pre-established set of criteria and to offer the user an option of

connecting with the ~~an~~ alternate service provider.

2.   (Currently Amended) The system of claim 1, wherein the fourth logic unit

presents the alternate service provider if connection to ~~the user fails to connect with~~ the ~~selected~~

service provider fails.

3.   (Currently Amended) The system of claim 1, wherein the fourth logic unit

presents the alternate service provider after ~~the user has completed a~~ communication is completed

with the ~~selected~~ service provider.

4.   (Original) The system of claim 1, wherein the service provider is an information

provider.

5.   (Currently Amended) The system of claim 4, wherein <u>information of</u> the information provider~~'s information~~ is provided <u>as</u> ~~in the form of~~ a recorded transmission.

6.   (Currently Amended) The system of claim 4, wherein <u>information of</u> the information provider~~'s information~~ is provided <u>as</u> ~~in the form of~~ a communication with a live person.

7.   (Currently Amended) The system of claim 1, wherein the ~~user's~~ selection ~~of a service provider~~ is received over a telephone connection.

8.   (Currently Amended) The system of claim 1, wherein the ~~user's~~ selection ~~of a service provider~~ is received over <u>the</u> Internet connection.

9.   (Currently Amended) The system of claim 1, wherein the pre-established set of criteria includes ~~a~~ <u>the</u> rate of the service provider.

10.   (Currently Amended) The system of claim 9, wherein <u>a</u> ~~the~~ rate <u>of the alternate service provider</u> is determined to be a match if ~~it is~~ within a predetermined range of the <u>rate of the</u> ~~selected~~ service provider.~~'s rate.~~

11.   (Original) The system of claim 1, wherein the pre-established set of criteria includes subject matter.

12.   (Original) The system of claim 1, wherein the pre-established set of criteria includes a combination of separate criteria.

13. (Currently Amended) The system of claim 1, wherein a system administrator can establishes the set of criteria.

14. (Original) The system of claim 1, wherein a user establishes the set of criteria.

15. (Original) The system of claim 1, wherein the pre-established set of criteria includes a reliability factor.

16. (Currently Amended) The system of claim 15, wherein the reliability factor consists of a ratio of successful connections between the service provider and previous users to total attempts between the service provider and previous users.

17. (Currently Amended) A system for establishing a real-time communication connection between two parties, the system comprising:

a communications interface; and

a controller computer linked with the communications interface, the controller computer having:

a first logic unit to provide a list of service providers to a user over an Internet connection, indicating a real-time the availability and a rate of each service provider of the service providers, that provider;

a second logic unit to receive a the user's selection of a service provider from the list of service providers;

a third logic unit to attempt to establish a real-time communications connection to the between the user and a selected service provider; and

a fourth logic unit to search a database of <u>alternate</u> service providers for an alternate

service provider based on a pre-established set of criteria and to offer the user an option of

connecting with <u>the</u> ~~an~~ alternate service provider.

18.   (Currently Amended) The system of claim 17, wherein <u>the</u> ~~said~~ third logic unit

attempts to establish a real-time communications connection between the user and the alternate

service provider.

19.   (Currently Amended) The system of claim 17, wherein the real-time

communications ~~connections~~ is a telephone connection.

20.   (Currently Amended) The system of claim 17, wherein the real-time

communications ~~connections~~ is <u>the</u> Internet connection.

21.   (Original) The system of claim 17, wherein the first logic unit provides the list of

providers to the user via a web page.

22.   (Currently Amended) The system of claim 17, wherein the second logic unit

receives the user's selection via <u>a</u> ~~the~~ web page.

23.   (Currently Amended) The system of claim 17, wherein the third logic unit

provides a ~~the~~ list of <u>the</u> alternate <u>service</u> providers to the user via <u>a</u> ~~the~~ web page.

24.   (Original) The system of claim 17, wherein the service provider is an information

provider.

25.   (Currently Amended) The system of claim 24, wherein the information

provider's information is provided as ~~in the form of~~ a recorded transmission.

26.   (Currently Amended) The system of claim 24, wherein the information

provider's information is provided as ~~in the form~~ a communication with a live person.

27.   (Currently Amended) The system of claim 17, wherein the fourth logic unit

begins working only if the third logic unit fails to establish the ~~a~~ connection.

28.   (Currently Amended) The system of claim 17, wherein the pre-established set of

criteria includes the ~~a~~ rate of the service provider.

29.   (Currently Amended) The system of claim 28, wherein a ~~the~~ rate of the alternate

service provider is determined to be a match if it is within a predetermined range of the rate of the

~~the selected~~ service provider.~~'s rate.~~

30.   (Original) The system of claim 17, wherein the pre-established set of criteria

includes subject matter.

31.   (Original) (Original) The system of claim 17, wherein the pre-established set of

criteria includes a combination of separate criteria.

32.   (Currently Amended) The system of claim 17, wherein a system administrator

can establishes the set of criteria.

33.   (Original) The system of claim 17, wherein a user establishes the set of criteria.

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34.   (Currently Amended) The system of claim 17, wherein the fourth logic unit offers an ~~the~~ option to ~~of~~ connect~~ing~~ the user to the alternate service provider after communication has ceased with the ~~selected~~ service provider.

35.   (Original) The system of claim 17, wherein the pre-established set of criteria includes a reliability factor.

36.   (Currently Amended) The system of claim 35, wherein the reliability factor consists of a ratio of successful connections between the service provider and previous users to total attempts between the service provider and previous users.

37.   (Currently Amended) A method comprising:

sending a user a list of service providers via an Internet connection, indicating a real-time ~~with their~~ availability and a rate of each service provider on the list; ~~indicated~~;

receiving from the user a selection of a service provider on the list;

attempting to establish real-time communications between the user and the ~~selected~~ service provider; and

offering the user an option to connect to an alternate service provider.

38.   (Currently Amended) The method of claim 37, wherein the ~~selected~~ service provider designates an alternate service provider. ~~in advance.~~

39.   (Currently Amended) The method of claim 37, further including searching a database of service providers for alternate service providers who match the ~~selected~~ service provider based on a pre-established set of criteria.

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40.   (Currently Amended) The method of claim 37, wherein the <u>communications</u> ~~connection~~ established between the service provider and the user is a telephone connection.

41.   (Currently Amended) The method of claim 37, wherein the <u>communications</u> ~~connection~~ established between the service provider and the user is <u>the</u> Internet connection.

42.   (Currently Amended) The method of claim <u>39</u> ~~37~~, wherein the database is searched and information about an alternate service provider is sent only if the user fails to connect to the ~~selected~~ service provider.

43.   (Currently Amended) The method of claim 37, wherein the option to connect to <u>the</u> ~~said~~ alternate service provider is sent after the <u>communications</u> ~~connection~~ between the user and the service provider ends.

44.   (Original) The method of claim 37, wherein the service provider is an information provider.

45.   (Currently Amended) The method of claim 44, wherein <u>information of</u> the information provider~~'s information~~ is provided <u>as</u> ~~in the form of~~ a recorded transmission.

46.   (Currently Amended) The method of claim 44, wherein <u>information of</u> the information provider~~'s information~~ is provided as ~~in the form of~~ a communication with a live person.

47. (Currently Amended) The method of claim 37, wherein the rate is a criterion by which ~~an~~ the alternate service provider is matched.

48. (Currently Amended) The method of claim 47, wherein a rate of the alternate service provider is determined to be a match if it is within a predetermined range of the rate of the ~~selected~~ service provider. ~~'s rate.~~

49. (Currently Amended) The method of claim 48, wherein the user can determine~~s~~ the range. ~~of rates that match.~~

50. (Currently Amended) The method of claim 48, wherein a system administrator can determine~~s~~ the range. ~~of rates that match.~~

51. (Original) The method of claim 37, wherein subject matter is a criterion by which the ~~an~~ alternate service provider is matched.

52. (Original) The method of claim 37, wherein a combination of criteria is used to determine a match.

53. (Currently Amended) The method of claim 37, wherein a system administrator can establish~~es~~ the criteria by which a match is determined.

54. (Currently Amended) The method of claim 37, wherein the user can establish~~es~~ the criteria by which a match is determined.

55.   (Currently Amended) The method of claim 37, wherein ~~only~~ service providers that pass a reliability criterion are <u>only</u> considered.

56.   (Currently Amended) The method of claim 55, wherein reliability is determined based on a ratio of <u>a</u> ~~the~~ number of calls answered by ~~a~~ <u>the</u> a service provider to <u>a</u> ~~the~~ number of calls placed to the service provider.

57.   (Currently Amended) A method of rerouting a user from a selected service provider to an alternate service provider, the method comprising:

giving the selected service provider an option <u>to access</u> ~~of sending the user to~~ a database of <u>alternate</u> service providers when the selected provider can not be reached;

searching the database for an alternate service provider that matches the selected service provider based on a pre-established set of criteria <u>wherein the criteria includes a rate</u>; and

providing the user with a list of ~~the matching~~ alternate service providers <u>via an Internet connection, indicating a real-time availability and a rate of each alter note service provider on the list.</u>.

58.   (Original) The method of claim 57, wherein the service provider is an information provider.

59.   (Currently Amended) The method of claim 58, wherein <u>information of</u> the information provider~~'s information~~ is provided <u>as</u> ~~in the form of~~ a recorded transmission.

60.   (Currently Amended) The method of claim 58, wherein <u>information of</u> the information provider~~'s information~~ is provided <u>as</u> ~~in the form of~~ a communication with a live person.

61.   (Currently Amended) The method of claim 57, wherein the user can ~~then~~ select an alternate service provider <u>from the list</u> and be connected <u>to the alternate service</u> ~~that~~ provider.

62.   (Original) The method of claim 57, wherein the selected service provider receives a pre-established percentage of any commission paid to the alternate service provider.

63.   (Currently Amended) The method of claim 57, wherein the service provider is given <u>an</u> ~~the~~ option ~~of~~ <u>to access</u> ~~sending the user to~~ the database when the service provider creates <u>an</u> ~~the~~ initial listing<u>.</u> ~~with the system.~~

64.   (Currently Amended) The method of claim 63, wherein the ~~default~~ <u>option defaults to allow access</u> ~~is to send the user~~ to the database.

65.   (Currently Amended) The method of claim 57, wherein the selected service provider is notified of <u>a</u> ~~the~~ missed connection with the user.

66.   (Original) The method of claim 65, wherein the notice comes in the form of e-mail.

67.   (Currently Amended) The method of claim 57, wherein <u>the</u> rate is a criterion by which an alternate service provider is matched.

68.   (Currently Amended) The method of claim 57, wherein a rate <u>of the alternate service provider</u> is determined to be a match if it is within a predetermined range of <u>the rate of</u> the selected service provider<u>.</u> ~~'s rate.~~

69.   (Currently Amended) The method of claim 57, wherein the user ~~can~~ determines the predetermined range. ~~of rates that match~~.

70.   (Currently Amended) The method of claim 57, wherein a system administrator ~~can~~ determines the predetermined range. ~~of rates that match~~.

71.   (Currently Amended) The method of claim 57, wherein subject matter is a criterion by which the ~~an~~alternate service provider is matched.

72.   (Currently Amended) The method of claim 57, wherein a system administrator ~~can~~ establishes the criteria by which a match is determined.

73.   (Currently Amended) The method of claim 57, wherein the user ~~can~~ establishes the criteria by which a match is determined.

74.   (Original) The method of claim 57, wherein a combination of criteria is used to determine a match.

75.   (Currently Amended) The method of claim 57, wherein the alternate ~~only~~ service providers that pass a reliability criterion are only considered.

76.   (Original) The method of claim 75, wherein reliability is determined based on a ratio of the number of calls answered by a service provider to the number of calls placed to the service provider.

77.	(Currently Amended) A machine-readable storage medium tangibly embodying a sequence of instructions executable by the machine to perform a method comprising:

sending a user a list of service providers via an Internet connection, ~~with their~~ indicating a real-time availability and rate of each service provided on the list; ~~indicated~~;

receiving from the user a selection of a service provider;

attempting to establish real-time communications between the user and the selected service provider; and

offering the user an option to connect to an alternate service provider.

78.	(Currently Amended) The machine-readable storage medium of claim 77, wherein the ~~selected~~ service provider designates an alternate service provider. ~~in advance~~.

79.	(Currently Amended) The machine-readable storage medium of claim 77, further including searching a database of service providers for alternate service providers who match the ~~selected~~ service provider based on a pre-established set of criteria.

80.	(Currently Amended) The machine-readable storage medium of claim 77, wherein the communication ~~connection~~ established between the service provider and the user is a telephone connection.

81.	(Currently Amended) The machine-readable storage medium of claim 77, wherein the communication ~~connection~~ established between the service provider and the user is an Internet connection.

82.   (Currently Amended) The machine-readable storage medium of claim 79 77,

wherein the database is searched and information about an alternate service provider is sent only

if the user fails to connect to the ~~selected~~ service provider.

83.   (Currently Amended) The machine-readable storage medium of claim 77,

wherein the option to connect to the ~~said~~ alternate service provider is sent after the

communications ~~connection~~ between the user and the service provider ends.

84.   (Original) The machine-readable storage medium of claim 77, wherein the

service provider is an information provider.

85.   (Currently Amended) The machine-readable storage medium of claim 84,

wherein the information of the information provider~~'s information~~ is provided as ~~in the form of~~ a

recorded transmission.

86.   (Currently Amended) The machine-readable storage medium of claim 84,

wherein the information of the information provider~~'s information~~ is provided as ~~in the form of~~ a

communication with a live person.

87.   (Currently Amended) The machine-readable storage medium of claim 77,

wherein the rate is a criterion by which the ~~an~~ alternate service provider is matched.

88.   (Currently Amended) The machine-readable storage medium of claim 87,

wherein a rate of the alternate service provider is determined to be a match if it is within a

predetermined range of the rate of the ~~selected~~ service provider.~~'s rate.~~

89.   (Currently Amended) The machine-readable storage medium of claim 88, wherein the user can determines the range. of rates that match.

90.   (Currently Amended) The machine-readable storage medium of claim 88, wherein a system administrator can determines the range. of rates that match.

91.   (Currently Amended) The machine-readable storage medium of claim 77, wherein subject matter is a criterion by which the an alternate service provider is matched.

92.   (Original) The machine-readable storage medium of claim 77, wherein a combination of criteria is used to determine a match.

93.   (Currently Amended) The machine-readable storage medium of claim 77, wherein a system administrator can establishes-the criteria by which a match is determined.

94.   (Currently Amended) The machine-readable storage medium of claim 77, wherein the user can establishes the criteria by which a match is determined.

95.   (Currently Amended) The machine-readable storage medium of claim 77, wherein only service providers that pass a reliability criterion are only considered.

96.   (Currently Amended) The machine-readable storage medium of claim 95, wherein reliability is determined based on a ratio of a the number of calls answered by the a service provider to a the number of calls placed to the service provider.

97. (Currently Amended) A system for establishing a real-time communication connection between two parties, the system comprising:

a communications interface; and

a controller computer linked with the communications interface, the controller computer having:

a first logic unit to provide a list of service providers ~~to a user~~ via an Internet connection, indicating a real-time ~~the~~ availability and rate of each of the service providers; ~~that provider;~~

a second logic unit to receive a ~~the user's~~ selection of a service provider from the list of service providers;

a third logic unit to attempt to establish a real-time communications connection to the ~~between the user and a selected~~ service provider; and

a fourth logic unit to offer to reconnect the service provider to the user when the service provider signals availability.

98. (Currently Amended) The system of claim 97, wherein the fourth logic unit ~~also~~ offers a list of alternate providers.

99. (Currently Amended) The system of claim 97, wherein the user can specify a ~~the~~ method by which the service provider is reconnected with the user.

100. (Currently Amended) The system of claim 97, wherein the user can set a time limit on when to reconnect to the service provider.

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